



Roadmap for Washington State Financial and Administrative Policies, Process and Systems

As-Is Business Process Model Focus Group Expense Reimbursement

September 29, 2005 8:30 – 11:30

AGENDA

1. Introductions – Welcome and introductions	8:30	Kathy
2. Project background and update	8:35	Kathy
3. Your Roles and Responsibilities – Attend As-Is and To-Be (October 10, 2005) workshops – Provide information about processes – Communicate agency needs – Be willing to explore change and standardization – Exchange questions/issues/feedback with your agency – Review and provide timely feedback on focus group results	8:45	Robin
4. Business process modeling overview – Objectives for the As-Is focus group are to understand what we do and why – Collect enough detail to identify problems with the current policies and process, and opportunities for improvement – Modeling methodology will focus on entities, inputs, outputs, events, data, and constraints	8:50	John
5. Discuss and refine the scope of the expense reimbursement process	9:00	John
6. Discuss and refine the business objectives for the expense reimbursement process	9:05	Susan
BREAK	9:20	
7. Review and refine the straw-man process models for travel reimbursement – Do all agency's share these basic objectives, inputs, outputs, and processes? – What's unique in your agency and why? – What tools are available? What portions of the process do they support?	9:30	Robin
BREAK	10:30	
8. Review and refine straw-man process models for non- travel reimbursement – Do all agency's share these basic objectives, inputs, outputs, and processes? – What's unique in your agency and why? – What tools are available? What portions of the process do they support?	10:40	Robin
9. Challenges and Opportunities – What are the challenges with the current process? – What opportunities are there for improvement?	11:00	Robin
10. Next steps – To-Be Focus Group, October 10, 8:30 to 11:30, Pt Plaza Training Room – Process Check – How can we improve for Phase 2?	11:20	Kathy



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DRAFT Definition and Scope

The process of reimbursing employees and board and commission members for necessary and reasonable expenses such as travel, tuition, moving, and other miscellaneous work-related expenses, from pre-approvals through payment. The process also includes requesting, paying, and tracking advances.

DRAFT Business Objectives

1. Authorize employee-paid travel and expense as a part of program delivery activities.
2. Protect employees from incurring work-related expenses that will not be reimbursable.
3. Reimburse authorized, work-related expenses incurred by employees and board/commission members.
4. Make and collect on advances to employees.
5. Report travel and other reimbursed expenses at the appropriate level for management and accountability.
6. Enable pre and/or post audit of compliance with state and agency policies.

Handouts:

1. *Roadmap* Business Process Model and Business Initiatives Chart
2. The special *Roadmap* edition of *The Connection*
3. Expense Reimbursement As-Is Straw Man Process – Travel
4. Model Legend
5. Components of the Business Process
6. Form examples: Pre-Authorization Request, Travel Voucher, Training request (OFM), A19 Voucher